

USER MANUAL

VirtualPBX[®]

QuickStart Instructions
for
Audio Conferencing

Hosting a conference call with Virtual PBX

Now enjoy the ease of hosting adhoc conference calls from within your VirtualPBX system. As an extension owner you are entitled to your own private conference room. The system administrator of your VirtualPBX has the ability to grant or to block the use of an extensions conference room.

To see if your extension has conference privileges, login to your extension from the web, go to the conference tab in your vconsole where you will be able to view the status information and configure your private conference room.

How to Start a Conference Call

VirtualPBX Audio Conferencing is a “reservation-less” service. That means that you do not have to pre-schedule your conference calls within the system. You can start a conference at any time from anywhere.

Your conference room is protected from misuse by the virtue that a conference can not start until, you, the moderator and owner of your own private conference room enter the room. All participants in your conference room prior to your arrival hear music on hold and can not speak to each other.

You need two things to hold a conference call:

1. **The dial-in access phone number.** This is your main VirtualPBX number.
2. **Your VirtualPBX phone password.** This is the same as your VirtualPBX phone password that you use to login into your extension. You should never give this number out to anyone.

These items were included in the email that was sent to you when you signed up for the service. If you did not keep the email or you cannot remember this information, contact your administrator of the VirtualPBX within your company.

Step 1 – Prepare for the Conference Call

Determine the day and time you are going to hold the conference call. Send a message to all the conference participants advising them of the day and time of the call and provide them with the dial-in access number and your extension number.

Step 2 – Enter the Conference room as a Participant

Have the participant dial your VirtualPBX toll free number, then press 9 (or your conference option) to go to the conference bridge. The participant will be asked to enter your extension number. The participant will be transferred to your private conference room. As other participants dial-in to the conference they will be added to the conference room. The conference will not start until you join the conference as the moderator.

Step 3 – Start the Conference Call as the Moderator

When you're ready to start the conference, call your VirtualPBX toll free number, then press 9 (or your conference option) to go to the conference bridge.

As a moderator dial the # key followed by your extension number. You will be prompted for your VirtualPBX phone password followed by the # key. After you enter your password, you will be

entered into your private conference room. After you are connected to your conference room, your participants will be connected with an audible connect tone.

Monitor your conference on the Web

You can monitor who is in your conference room from your Vconsole. The Vconsole will display the caller ID of each person in the conference and the length of time they have been there. As new participants join their numbers will also appear in your conference room monitor.



Note: You may also password protect your conference room from the conference tab on the vconsole. If you password protect your room, all participants will be asked to enter the conference room password. This is a good way to prevent unwanted people from joining your conference.

During a conference - System Features

Moderator Features

During a conference call the Moderator can access the following features by entering the appropriate code on your touchtone phone:

- * **0** - Help Message – provides an explanation of the features available to you
- * **2** - Change conference entry and exit options (name announce, tone, or silence)
- * **3** - Enables/disables continuation of conference after Moderator exits
- * **5** - Mute/un-mute all participants except the Moderator
- * **6** - Mutes/un-mutes your line
- * **7** - Locks/unlocks conference so no additional participants can join
- * **# 8** - Count of participants

Participant Features

During a conference call, Participants can access the following features by entering the appropriate code on their touchtone phone:

- * **0** - Help Message – provides an explanation of the features available to them
- * **6** - Mutes/un-mutes their line

Explanation of Features

* **0 - Help Message**

At any time during a conference both Moderators and Participants can dial ***0** on their phone to hear a list of features and options available to them.

* **2 - Entry/Exit Announcement Options**

When Participants enter or exit a conference call, you can choose how they are announced from one of the following options:

Name Announce: With this option each Participant is asked to record their name before being allowed to enter the conference. When they enter the conference the system announces their name. When the Participant leaves the conference, the system also announces their departure.

Tone: With this option, when a Participant joins or leaves a conference, a tone is heard.

Silence: With this option, nothing is heard when a Participant enters or exits the conference.

* **3 - Continuation of Conference**

The Moderator can choose to allow the conference call to continue after they leave the conference, or they can choose to automatically end the conference when they leave. Entering ***3** toggles continuation on and off.

* **5 - Lecture Mode**

This feature allows the Moderator to mute all of the Participants at once. Participants will hear a message from the system that their line has been muted. To put the call in Lecture Mode, enter ***5**. To take the conference out of Lecture Mode, enter ***5** again. When the conference is in Lecture Mode, individual participants can un-mute their line by entering ***6**.

* **6 - Self-Mute**

To mute your line so others on the call cannot hear you, enter ***6**. To un-mute your line, enter ***6** again.

* **7 - Lock Conference**

This feature allows the Moderator to lock the conference so that no additional Participants can join the conference. To lock the conference, enter ***7**. To unlock the conference, enter ***7** again.

8 - Participant Count

When you enter **# 8** the system will tell you how many Participants are currently on the call.

Appendix A: Frequently Asked Questions

Q: How do I change what participants hear when someone enters or exits the conference?

A: The Moderator can control what is heard when someone enters or exits the conference by entering *2 during the conference and selecting either name announce, tone or silence.

Q: How do I mute a noisy participant?

A: You can ask the participant to enter *6 on their phone, which will mute their line. Alternatively, the Moderator can enter *5, which will mute all participants except the Moderator.

Q: How do I change my phone password?

A: You can change your phone password via the online Vconsole. To login to the Vconsole, click on the Login button on the home page at www.virtualpbx.com.

Q: I've forgotten my phone password, how can I find out what they are?

A: Please contact your system administrator, who can reset your phone and web passwords.

Q: How do I restrict unwanted people from entering my conference?

A: You can password protect your conference room from the Vconsole. This will force the participant to enter the password before joining the conference. You can change your password or remove your password from the Vconsole. The second method is to lock your conference once every one arrives. However if a caller drops off they will be unable to reenter the conference unless you unlock the room. To lock a conference press *7. To unlock the room press *7 again.